



# Network Assessment



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Prepared for:  
Prospect Or Customer  
Prepared by:  
Your Company Name

9/7/2020



# Response Report

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9.4 - Upcoming add/moves/changes

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## General

### Photo of Building

Attach photo of offices.

|   |  |
|---|--|
| <p><b>Response</b><br/>Suite in shared office space.</p>  | <p><b>Responded by</b><br/>Jacob Smith</p> |
| <p><b>Additional Notes</b></p>  |  |

### Current Gross Revenue

Relative gross revenue is useful in calculation of the impact of IT outages and issues.

|   |  |
|---|--|
| <p><b>Response</b><br/>\$5-10 Million</p> | <p><b>Responded by</b><br/>Jacob Smith</p> |
| <p><b>Additional Notes</b></p>            |  |

### Number of Employees

|   |  |
|---|--|
| <p><b>Response</b><br/>60</p>   | <p><b>Responded by</b><br/>Jacob Smith</p> |
| <p><b>Additional Notes</b><br/>Several contractors are also used on an as needed basis.</p> |  |

### Number of Offices



|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b><br>1    | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

**What does your business do**

|                             |                                    |
|-----------------------------|------------------------------------|
| <b>Response</b><br>Law Firm | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>     |                                    |

**Years in Business**

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b><br>17   | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

**Hardware**

**Phone System**

Describe the phone system and type. Is the customer using a phone system? Are they using VoIP?

|   |                                    |
|---|------------------------------------|
| <b>Response</b><br>Standard POTS. Not VoIP.     | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b><br>Would consider VoIP. |                                    |

**Fax System**

Are individual fax machines or a centralized fax system used? Is it tied into an unified messaging system.

|   |                                    |
|---|------------------------------------|
| <b>Response</b><br>Individual fax machines without centralized. | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>   |                                    |



## Digital Signage

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b><br>N/A  | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

## Postage Meter

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b><br>Yes  | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

## Printers

Types of printers, ink management, and monitoring.

|   |                                    |
|---|------------------------------------|
| <b>Response</b><br>All HP Printers under standard contract. | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>                                     |                                    |

## Network Scanners

|                                     |                                    |
|-------------------------------------|------------------------------------|
| <b>Response</b><br>Desktop scanners | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>             |                                    |

## Mobile Computing

### BYOD or Company Provided

Describe the company's mobile device policy. Is the company using a MDM solution? BYOD devices or standardized company devices.

|   |                                    |
|---|------------------------------------|
| <b>Response</b><br>We have no policy in place. Everyone brings their own. | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>   |                                    |



## Types of Devices

|                            |                                    |
|----------------------------|------------------------------------|
| <b>Response</b><br>Unknown | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>    |                                    |

## Required LOB Access from Mobile Devices

List essential line of business applications that require mobile access.

|                          |                                    |
|--------------------------|------------------------------------|
| <b>Response</b><br>Email | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>  |                                    |

## External Access Methods (VPN, LogMeIn, GotoMyPC, etc.)

Beyond mobile phones, what other methods for external access are available?

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b><br>VPN  | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

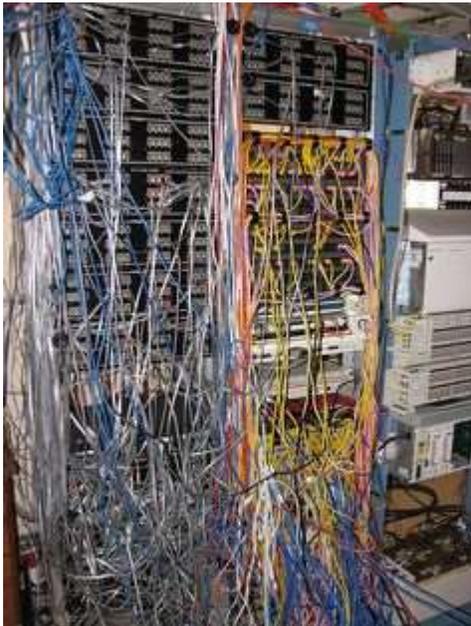
## Internal Access Methods (Company Wi-Fi, etc.)

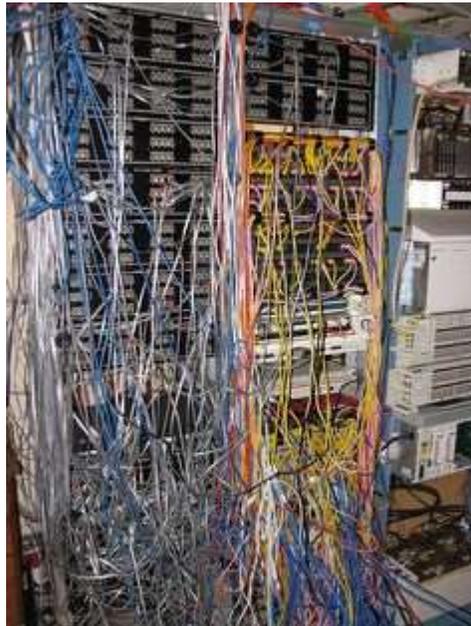
|  |                                    |
|--|------------------------------------|
| <b>Response</b><br>Wi-Fi                                   | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b><br>Wi-Fi has no security in place. |                                    |

## Server Room

### Server Room Description

Generally describe the appearance and design of the server room.

|   |  |
|---|--|
| <p><b>Response</b><br/>Unmanaged with spaghetti networking.</p>   | <p><b>Responded by</b><br/>Jacob Smith</p> |
| <p><b>Additional Notes</b></p> <div style="text-align: center; margin-top: 20px;">  </div> |  |



### Equipment Layout

Is the equipment laid out in an orderly manner? What is the organization scheme used or are devices placed randomly?

|                                |  |
|--------------------------------|--|
| <p><b>Response</b><br/>No</p>  | <p><b>Responded by</b><br/>Jacob Smith</p> |
| <p><b>Additional Notes</b></p> |  |

## Wiring/Cabling

Generally describe the cabling. Is cable management employed? Attach photo if appropriate.

|  |                                    |
|--|------------------------------------|
| <b>Response</b><br>Completely unmanaged. | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>                  |                                    |

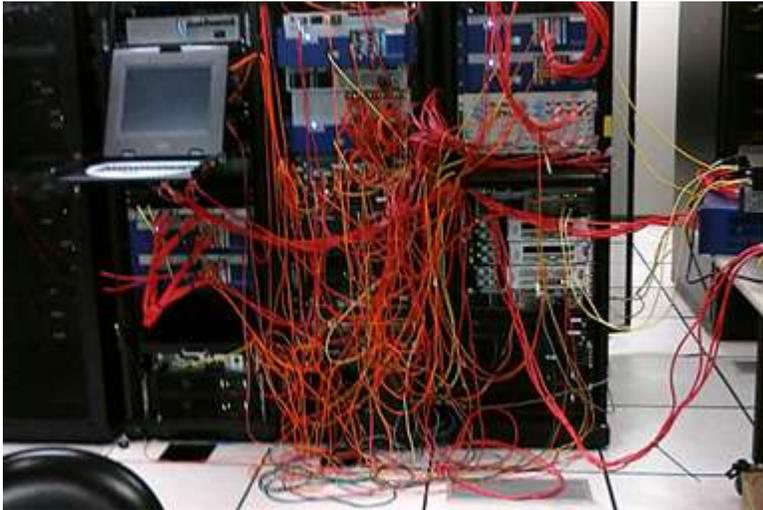
## All Devices Labeled

Are all devices clearly labeled? Are labels accurate and updated when devices are re-provisioned?

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b><br>No   | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

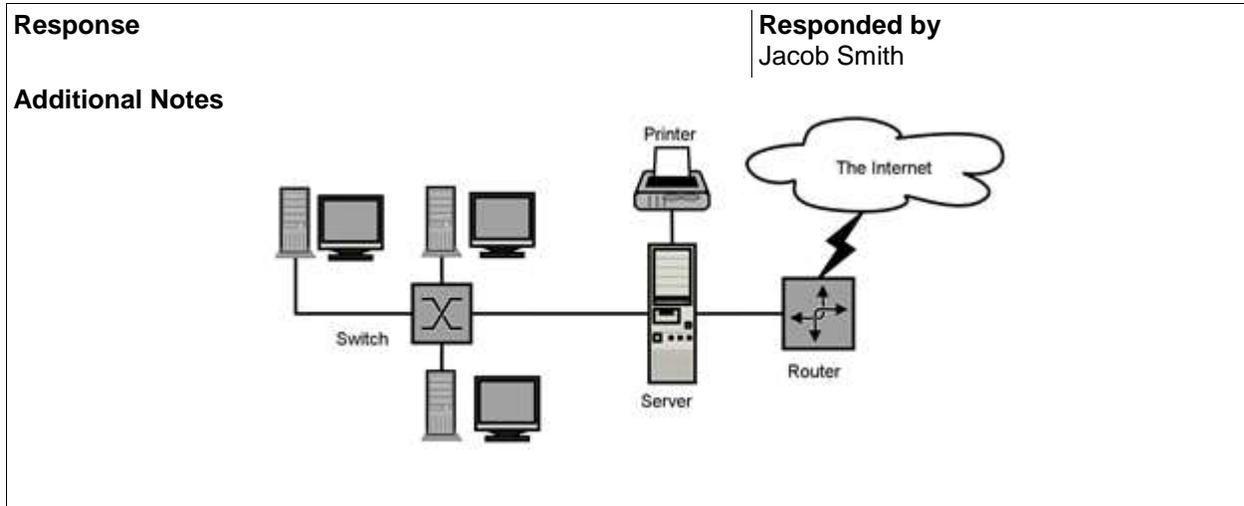
## Photos

Attach general photos of the server room.

|   |                                    |
|---|------------------------------------|
| <b>Response</b><br>Additional photos attached.  | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b><br> |                                    |

## Charts/Diagrams

Attach images of the server room layout and other appropriate diagrams.



## Battery Backup/UPS

What mitigation is in place for power failures? Does the server room have its own battery backup system? Has it been tested recently?

|   |  |
|---|--|
| <p><b>Response</b><br/>Yes. Local UPS.</p> <p><b>Additional Notes</b></p> | <p><b>Responded by</b><br/>Jacob Smith</p> |
|---|--|

## Climate (Temp/Humidity)

What is the general temperature and humidity of the server room? How is it controlled?

|   |  |
|---|--|
| <p><b>Response</b><br/>Yes</p> <p><b>Additional Notes</b></p> | <p><b>Responded by</b><br/>Jacob Smith</p> |
|---|--|

## Remote Access Control (DRAC, iLO, etc.)

Are low-level remote access to the servers available? Can the server room devices and servers be managed remotely?

|                                 |  |
|---------------------------------|--|
| <p><b>Response</b><br/>None</p> | <p><b>Responded by</b><br/>Jacob Smith</p> |
|---------------------------------|--|



|                         |
|-------------------------|
| <b>Additional Notes</b> |
|-------------------------|

## Physical Security

### Security Cameras

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b><br>None | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

### Building Access Control

|                          |                                    |
|--------------------------|------------------------------------|
| <b>Response</b><br>None. | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>  |                                    |

### Server Room Access Control

Is the server room locked? Does it have a key card access system? Who has access and is it audited?

|                          |                                    |
|--------------------------|------------------------------------|
| <b>Response</b><br>None. | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>  |                                    |

### Alarm System

|                          |                                    |
|--------------------------|------------------------------------|
| <b>Response</b><br>None. | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>  |                                    |



## CRM Software

### Application Name and Version

|                               |                                    |
|-------------------------------|------------------------------------|
| <b>Response</b><br>Salesforce | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>       |                                    |

### Support Contract

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b><br>No   | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

### Who provides support

|   |                                    |
|---|------------------------------------|
| <b>Response</b><br>Standard Salesforce support. | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>                         |                                    |

### Upcoming add/moves/changes

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b><br>N/A  | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

## Account Software

### Application Name and Version

|                 |                                    |
|-----------------|------------------------------------|
| <b>Response</b> | <b>Responded by</b><br>Jacob Smith |
|-----------------|------------------------------------|



**Additional Notes**

**Support Contract**

**Response**

**Responded by**  
Jacob Smith

**Additional Notes**

**Who provides support**

**Response**

**Responded by**  
Jacob Smith

**Additional Notes**

**Upcoming add/moves/changes**

**Response**

**Responded by**  
Jacob Smith

**Additional Notes**

**Productivity Software**

**Application Name and Version**

**Response**  
Office 365

**Responded by**  
Jacob Smith

**Additional Notes**



## Support Contract

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b><br>None | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

## Who provides support

|                                    |                                    |
|------------------------------------|------------------------------------|
| <b>Response</b><br>Mary, in house. | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>            |                                    |

## Upcoming add/moves/changes

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b>         | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

## ERP Software

### Application Name and Version

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b><br>None | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

## Support Contract

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b>         | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

## Who provides support



|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b>         | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

**Upcoming add/moves/changes**

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b>         | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

**Proprietary Software**

**Application Name and Version**

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b>         | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

**Support Contract**

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b>         | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

**Who provides support**

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b>         | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

**Upcoming add/moves/changes**

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b>         | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |



## Workstations

### General Age

As a group, what is the general age of all workstations? Is there an opportunity for increasing productivity due to the age of certain workstations?

|                            |                                    |
|----------------------------|------------------------------------|
| <b>Response</b><br>7 years | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>    |                                    |

### Major Applications

|                           |                                    |
|---------------------------|------------------------------------|
| <b>Response</b><br>Office | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>   |                                    |

### Dual Monitors

Does the business provide multi-monitor workstations configurations for their employees?

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b><br>No   | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

### UPS

Do individual workstations have their own UPS? Are they monitored? What is the approximate age of the UPS devices?

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b>         | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |



## Current Service

### Internet Provider

Gather the information below for the current internet provider.

|   |                                    |
|---|------------------------------------|
| <b>Response</b>   | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b><br>Name:<br>Contract Expiration:<br>Type of Connection:<br>Speed Up:<br>Speed Down: |                                    |

### Wired and Wireless

Gather the information below for the current wired and wireless providers, if applicable.

|  |                                    |
|--|------------------------------------|
| <b>Response</b>  | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b><br>Provider:<br>Contract Expiration: |                                    |

### Content Filtering

Does the company employ a content filtering service or device of any type?

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b><br>None | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

### Email SPAM/AV Filtering Service

Is an external anti-spam or anti-virus server employed to protect incoming and outgoing emails? Describe the service and general satisfaction with the service.

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b>         | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |



## Email Provider (i.e. POP/IMAP email, Exchange onsite, Hosted Exchange)

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b>         | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

## Offsite Backup

Are backups performed offsite? Note the last time the backup restore was tested.

|   |                                    |
|---|------------------------------------|
| <b>Response</b>                         | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b><br>Last Tested: |                                    |

## Onsite Backup

What is the onsite backup methodology? Note the last time a restore test was performed.

|   |                                    |
|---|------------------------------------|
| <b>Response</b>                         | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b><br>Last Tested: |                                    |

## Website Hosting

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b>         | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

## Website Maintenance

How and who performs website maintenance? Is it outsourced or in-house?

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b>         | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

## IT Responsibilities



Who is currently responsible for IT? Are the tasks divided among several individuals? Is it outsourced or partially outsourced currently.

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Response</b>         | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b> |                                    |

## Disaster Recovery Plan

Does the business have a disaster recovery plan? Note the last time the plan was tested.

|   |                                    |
|---|------------------------------------|
| <b>Response</b>                         | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b><br>Last Tested: |                                    |

## General Information Technology

### Issues with Security, Stability, and Reliability

Note concerns the business currently has with security, stability, and reliability. Have there been any outages or slow-downs that were business impacting?

|  |                                    |
|--|------------------------------------|
| <b>Response</b><br>As we grow, we are quickly outpacing our ability to support the lawyers and staff in-house. | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>  |                                    |

### Biggest Strength

|   |                                    |
|---|------------------------------------|
| <b>Response</b><br>Growth and ability to fund new IT initiatives. | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>   |                                    |

### Biggest Weakness

|   |                                    |
|---|------------------------------------|
| <b>Response</b><br>Lack of internal IT staff. | <b>Responded by</b><br>Jacob Smith |
|---|------------------------------------|



|                         |
|-------------------------|
| <b>Additional Notes</b> |
|-------------------------|

### Annual IT Budget

|                              |                                    |
|------------------------------|------------------------------------|
| <b>Response</b><br>\$100,000 | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>      |                                    |

### Immediate IT needs

|  |                                    |
|--|------------------------------------|
| <b>Response</b><br>Modernization of systems. | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>                      |                                    |

### General Age Workstations

|                            |                                    |
|----------------------------|------------------------------------|
| <b>Response</b><br>7 years | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>    |                                    |

### General Age Servers

|                             |                                    |
|-----------------------------|------------------------------------|
| <b>Response</b><br>10 years | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>     |                                    |

### General Age of Network Devices

|                            |                                    |
|----------------------------|------------------------------------|
| <b>Response</b><br>6 years | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>    |                                    |



## General Age Printers

|                            |                                    |
|----------------------------|------------------------------------|
| <b>Response</b><br>2 years | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b>    |                                    |

## Centralized Management

What type of centralized management of the environment is available? Particularly, is patching and anti-virus controlled centrally or on each individual workstation/server.

|   |                                    |
|---|------------------------------------|
| <b>Response</b><br>None                   | <b>Responded by</b><br>Jacob Smith |
| <b>Additional Notes</b><br>Patch:<br>A/V: |                                    |